



# Medford

Medford City Hall  
85 George P. Hassett Drive  
Medford, MA 02155  
Office of Human Resources, Room 204  
HR: 781-393-2406

**POSITION:** Head of Reference Services  
**DEPARTMENT:** Medford Public Library  
**SALARY:** L-5 \$1,164.54 - \$1,410.33 weekly

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## **BASIC FUNCTION:**

Full time position that reports to Director and Assistant Director. Average of one Saturday per month, one night per week, as necessary. Supervises reference staff including some pages and volunteers.

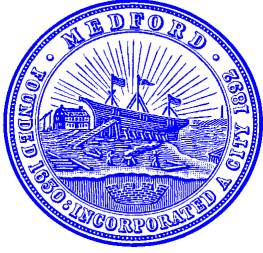
**SUPERVISION:** Reports to the Assistant Library Director and Library Director.

## **ESSENTIAL FUNCTIONS:**

- Creates a welcoming and responsive service environment.
- Develops procedures and policies; maintains procedure and policy manuals; keeps staff and administration updated on departmental issues and changes.
- Oversees use and maintenance of the Local History collection; processes local history inquiries; provides staff and patron instruction on the content and use of the collections.
- Oversees public access computer policies and procedures, maintains equipment, works to improve, and update public computer services in coordination with the Tech Librarian.
- Assists patrons with reference and research inquiries.
- Pursues grant opportunities.

## **OTHER DUTIES & RESPONSIBILITIES:**

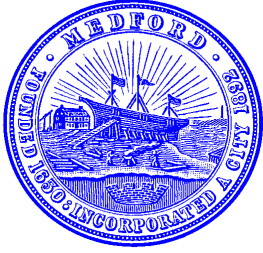
- Department Head Duties:
  - Supervises and trains full and part-time reference staff; supervises reference pages and volunteers.
  - Defines goals and creates performance reviews for staff in coordination with Library Director.
  - Oversees Reference Department activity and coordinates desk coverage with other departments.
  - Keeps other staff informed of department issues and concerns and coordinates with the Tech librarian on a daily basis.
  - Develops and implements new services, seeks out added resources, programs, and equipment, creates, and implements new policies and procedures.



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- Keeps abreast of developments in reference and information services, adapts policies and procedures to changing needs.
- Manages the departmental budget.
- Compiles department statistics, provides administration with regular reports.
- Responsible for long range planning and goal setting for the department.
- Contributes to library long-range planning, attends staff and department head meetings.
- Attends network meetings and professional conferences.
- Pursues professional education opportunities; provides educational opportunities for department staff.
- Opens and closes the building, as necessary.
- Reference Desk Duties:
  - Selects adult electronic and print reference sources, tracks standing orders and participates in adult non-fiction materials selection.
  - Coordinates with the Adult Services Librarian regarding interlibrary loan of articles, microfilm, and other items.
  - Selects periodical and newspaper titles, manages periodical subscriptions for all departments.
  - Oversees preservation microfilming with the Library Director consults on preservation projects and grants.
  - Publicizes and trains staff and public in use of digital research resources, provides workshops and classes on digital resources.
  - Promotes department resources, maintains a presence on social media.
  - Updates the reference and community services information on the library website in coordination with the Media Librarian.
  - Takes part in all programs and procedures assigned to the Reference Department.
- Outreach and Community Services:
  - Selects and manages assistive technology within the library in coordination with the Tech Librarian.
  - Manages and expands the Homebound delivery program.
  - Develops services and programs for Seniors.
  - Coordinates with other city departments and organizations to provide support and social services to the community, participates in the Unite Us platform program.
  - Manages Literacy and non-English collections, promotes access to digital and physical literacy and language resources and works with local ESOL and Literacy organizations.



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- Promotes digital literacy, works with other organizations to provide access to computers and training.
- Provides targeted outreach to underserved populations.
- Reference Desk:
  - Greets patrons as they enter the Reference Department.
  - Assists patrons with public access computers and other equipment.
  - Assists patrons with locating materials.
  - Assists patrons with local history research.
  - Assists patrons with electronic resources.
  - Assists patrons with holds and interlibrary loans.
  - Provides information about library and network policies and procedures.
  - Takes part in all programs and procedures assigned to the Reference Department
- Performs other related duties as required.

## **EDUCATION & EXPERIENCE:**

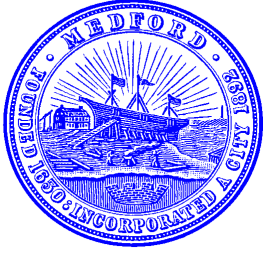
Master of Library Science degree from an ALA accredited college or university. 3-5 years of reference and supervisory experience. A solid background in library technology and social media is required. Experience with outreach and community services is a plus. This is an opportunity to bring an outdated reference department to life. We are looking for a candidate with energy, innovative ideas, and the will to adapt to changes in the community and service models. Must have a valid Massachusetts driver's license.

## **KNOWLEDGE, SKILLS, ABILITIES:**

**Knowledge:** Knowledge of the principles, methods, and practices of library administration; managerial and supervisory methods; project management and control techniques; the operational uses and capabilities of electronic library technology resources.

**Skills:** Effective communication skills both orally and in writing. Interpersonal skills to assist patrons with various library services and operations. Proficiency with a variety of software programs related to library operations: integrated library systems, email and calendaring applications, and Microsoft Office.

**Abilities:** Ability to communicate effectively and courteously. Ability to work well with a diverse general public.



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## **WORKING ENVIRONMENT:**

Standard indoor environment. The noise level in the work environment is typically low to moderate.

## **ADDRESS ALL COVER LETTERS AND RESUMES TO**

**Human Resources Department  
City of Medford – Room 204  
85 George P. Hassett Drive  
Medford, MA 02155**

**Or send cover letter and resume with the job title in the subject line to  
[jobs@medford-ma.gov](mailto:jobs@medford-ma.gov)**

**For the posting, please visit the City of Medford's website – [www.medfordma.org](http://www.medfordma.org).**

**The City of Medford is an Equal Opportunity Employer. All applications will receive equal consideration regardless of disability, race, color, religion, creed, gender, sexual orientation, veteran status, and any other protected class status, in accordance with applicable. Residents of the City of Medford, Women, People of Color, Veterans and Persons with Disabilities are encouraged to apply.**